

How to Choose a Remodeling Contractor

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How should you choose a remodeling contractor? By reputation!" That's what Dan Bolohan of OC Contractor, Inc. says.

Dan's been in the business of custom bathroom and kitchen remodeling since 1972 and works hard to maintain an unblemished reputation in the industry.

"Quality work and consistent, reliable performance is what it takes," Dan says.

"First of all, make sure the contractor is licensed, insured and bonded." Dan says he's happy to show proof of all required licenses.

After you take these steps, it's time to check the contractor's reputation.

"All reputable contractors will have a referral list. If he doesn't, send him packing!" Dan says.

Next, make sure you call at least 3 references and ask the following questions:

1) When did the contractor do the work? "You should talk to both current and previous customers. If the contractor does not have any references older than 5 years, you should proceed cautiously," Dan explains.

2) How satisfied are they with the quality of the work and materials used? "Be sure to ask specific questions, like: Is there any water leakage around the toilet? and, Does the exhaust fan that was installed ade-

quately remove moisture from the room?"

3) Was the contractor sensitive to special needs and safety? "Statistics show that the bathroom accounts for the greatest number of falls in the home," says Dan. "A conscience contractor designs your bathroom with safety and comfort in mind. He should consider whether small children or elderly folks will be using the bathroom and design accordingly," advises Dan.

4) Did the contractor do the work in a neat and clean manner? "Professionals always clean up completely. After all," Dan says, "You are living in this work area. It should be left neat and tidy every day, with no exceptions... ever."

5) Was the job bid correctly? "This is important. The client and the contractor must be clear on what work will be done and it should be plainly listed in the estimate," Dan explains.

"The contractor should include a list of items or services that are NOT included in his estimate as well as the items that are included," advises Dan.

6) Were there any unexpected "up-charges" at the end of the job, or did the contractor try to add on extra costs during construction? "An experienced and professional contractor will

make it clear before construction what is not included in his contract. Up-charges are only justified if the consumer makes a change to the original agreement, or if unexpected structural problems are discovered during the inspection process." Dan explains.

7) Lastly. Did he finish the job on time as promised in the contract? "This is an extremely important question," says Dan. "A competent contractor knows how to plan and schedule work so the client won't be inconvenienced.

Contractors who pull-off a project to fulfill an over-booked schedule can be your worst nightmare!" warns Dan. "We work one job at a time, making sure the client has a beautiful, fully functional bathroom when we complete our construction," Dan says.

"And remember - no contractor should ever tear out anything in your home until all the materials have been ordered and are ready to install, that includes custom orders as well." Dan says.

So remember, by checking on a contractor's reputation with past customers, you can minimize the risk of signing on a bad contractor and having a dismal experience.



"Customer satisfaction is "first and foremost" with OC Contractor, Inc.

"In this business, you can't afford to do a job improperly - not when you have a reputation to protect!"